

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### Memec

#### Nevada Management Assistance Partnership

#### Memec Moves Forward With Continuous Improvement Plans

##### Client Profile:

Memec, headquartered in San Diego, California, is a global leader in designed solutions and distribution of specialized semiconductors. Memec United, Memec's global logistics and electronics manufacturing services division, has a 75,500 square foot facility employing less than 250 people located in Reno, Nevada. The Memec Group encompasses three global specialist semiconductor companies--Impact, Insight, and Unique. The Americas division of Insight Memec, founded in 1985, became Memec's first subsidiary and the testing ground for its innovative multi-divisional business model. This business model defines the company's innovative approach to specialty semiconductor distribution.

##### Situation:

Memec has a strong working relationship with the Nevada Management Assistance Partnership (MAP), a NIST MEP network affiliate. With MAP's help, Memec has implemented productivity improvement projects, training, and networking opportunities. MAP serves as a fulfillment center to assist Memec in the development of training processes and staff, and keeps Memec informed of the many proven resources and successful workshops it provides on a regular basis. Memec's management team recently identified a number of goals integral to its continuous improvement efforts, and again enlisted MAP's assistance as it began to develop an action plan.

##### Solution:

MAP had Memec participate in several Quality System Roundtables, attend workshops in Statistical Process Control (SPC), and observe sessions in Equipment Reliability, Problem Solving, and Effective Meeting Techniques. Memec also completed MAP's Frontline Supervisory workshop, Train the Trainer class, and other productivity improvement programs. Through participation in these educational forums, Memec received several tools that enhanced its commitment to customer satisfaction and bottom line impact. These sessions also provided Memec with solutions that augmented its continuous improvement and cycle time reduction efforts, and offered key Memec personnel a chance to network and develop many quality improvement techniques. A focus on internal training allowed Memec to establish a Training Mentor Program within its facility. Now associates develop and provide training to new and existing employees, eliminating the need for a dedicated staff trainer.

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Memec's satisfaction with the outcomes of these programs led it to award this year's Memec Outstanding Service Award to MAP.

### **Results:**

Improved customer satisfaction by 28 percent year-over-year (2001-2002).

Increased the number of improvement teams running concurrently by 66 percent.

Identified and documented preventive actions, thereby fulfilling an ISO 9001:2000 requirement.

Implemented a Training Mentor Program.

### **Testimonial:**

"Working with the Nevada Management Assistance Partnership has been both successful and pleasant, and as a result Memec has given MAP our Outstanding Service Award."

Terry Yost, Quality Assurance Manager